

Number: CSB-120813-1

Released: 14 August 2012

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Subject: Ports down after 248 days of operation

Product: FortiGate

Description of Issue:

The 1G and 10G ports on some FortiGate platforms and modules may exhibit certain characteristics after 248 days of operation due to link negotiation errors. The issue could occur only when specific states in the FortiOS code are met. Symptoms may include the port status going down; the port failing to negotiate after a link failure; the link status is up and the port appears to be passing traffic, but the interface statistics display incorrect rx/tx values; or the link status shows up, but the traffic does not pass.

Affected Products:

FortiGate: 600C/800C/1000C/1240B/3040B/3140B/3240C/3950B/3951B/5001B/5101C/5203B
FortiGate FMC Module: C20/F20/XD2
FortiCarrier: 3950B/3951B/5001B

Affected OS:

FortiOS 4.0 MR2 GA to Patch Release 12 (4.2.12)
FortiOS 4.0 MR3 GA to Patch Release 8 (4.3.8)
FortiOSCarrier 4.0 MR2 GA to Patch Release 12 (4.2.12)
FortiOSCarrier 4.0 MR3 GA to Patch Release 8 (4.3.8)

Resolution:

The issue can be addressed by rebooting the systems. Fortinet anticipates that FortiOS 4.2.13 and 4.3.9 patch releases or later will address the issue when such releases become available. Prior to these releases, Fortinet recommends rebooting the system prior to achieving 248 days of continuous service. Fortinet also recommends that customers upgrade to the 4.2.13 or 4.3.9 or later releases when they become available.

Technical Support Contact Information:

Fortinet technical support home page: <https://support.fortinet.com>

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